

Port of Chelan County Request for Proposals

Date of Request: March 20, 2013

Handheld Point of Sale System for Farmer's Market Application

The Port of Chelan County, a Washington State municipal corporation (*purchaser*), is seeking proposals for a handheld point of sale system to be used by the Wenatchee Valley Farmer's Market Association, a Washington State non-profit organization, and their vendors (*operator*). The specifications are described herein.

Proposals must be submitted to:

Laura Jaecks-Capital Projects Manager
285 Technology Center Way, Suite 102
Wenatchee, WA 98801

The attached proposal form must be signed and received no later than **3:00 PM on April 8, 2013**.

Questions regarding this proposal contact: Laura Jaecks at (509)661-3118 or by e-mail laura@ccpd.com.

Project Description and Overview

A federal grant has been obtained to purchase a point of sale system for use by the farmer's market at their new permanent location as a tenant at the Pybus Public Market in Wenatchee, Washington. Point of Sale systems implemented across the country have proven to improve gross sales of farmer's markets if they are efficient and easy to use for farmer vendors.

The primary purpose of the federal grant is for the farmer vendors to acquire a Point of Sale System that will process Electronic Benefits Transfer (EBT) transactions with handheld electronic devices. This capacity helps those in need access local fresh foods at reasonable prices. The permanent location allows the farmers market to have access to a secure wireless network connected directly to the wired internet communication system. Cellular connections will also be used in some instances.

The Wenatchee Valley Farmer's Market will be the operator of the entire point of sale system and will serve as the administrator and owner of a single EBT and single credit card transaction accounts on behalf of all of the vendors. Farmer vendors will utilize a handheld device to process both EBT and credit card sales at their stall. The hand held devices must utilize a secured local area wireless network to access a centralized EBT and credit card transaction accounts.

The Port of Chelan County will be the owner of the equipment. The Wenatchee Valley Farmer's Market will be the administrator of the EBT and credit card transaction accounts and will monitor, report, and disperse sales revenues to the farmer vendors after all transactions have been processed.

Cost Proposal Specifications

The following equipment, features, and services shall be included in the contractor's proposal. The contractor shall submit a description demonstrating how its proposal complies with the specifications. If compliance with the specifications is not possible, an alternate proposal may be submitted. Details such as brand names, equipment specifications, software specifications, and alternatives to the specifications listed below must be included in the proposal submittal.

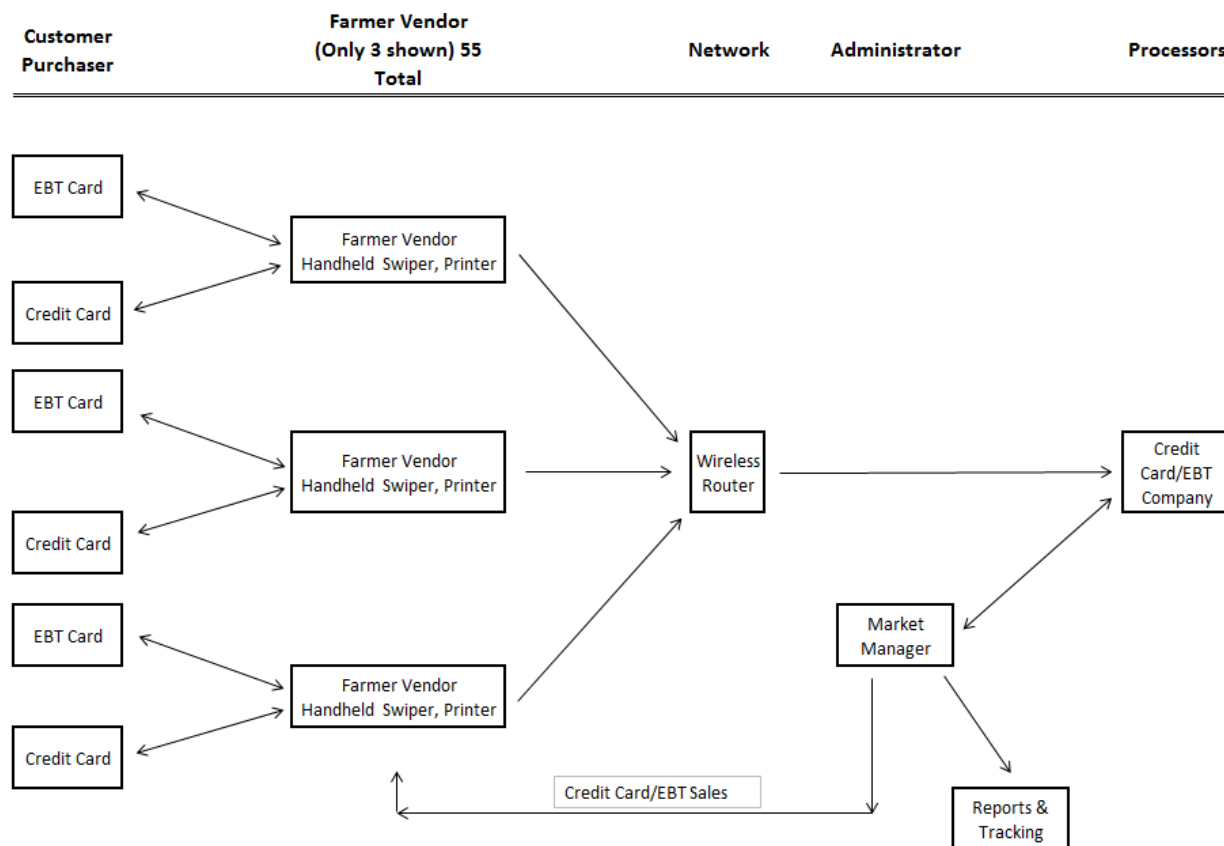
Compatibility:

The proposed system must be compatible with the Washington State Department of Social and Health Services Electronic Benefits Transfer (EBT) or Quest card. The contractor must demonstrate that contractual relationship with DSHS for these services has been executed.

The proposed system must also be compatible with major credit and debit card providers. Visa and MasterCard compatibility are required. Other credit cards are optional.

The transition between EBT and Visa or MasterCard transactions must be relatively seamless and easy to navigate by the farmer vendors.

Configuration: The following figure provides a functional depiction of the system required under this proposal.



Equipment - The following equipment or information shall be provided as part of the proposal:

Handheld devices shall be an electronic device capable to of connecting to a secured wireless local area network, capable of utilizing EBT and credit card processing apps or software, connecting to a card swiper, connecting to a receipt printer at each vendor stall. Examples of acceptable hand held devices include iPhone, iTouch, tablets, and android based mobile devices. Provide 55 hand held devices and chargers. All equipment shall have a minimum 1 year unlimited warranty for manufacturer defects.

In addition to the handheld devices specified above, one (1) hand held device with cellular connection capacity shall be provided. This device will provide access to the system and accounts should the broadband connection be temporarily unavailable.

Credit Card Swipers and receipt printers shall allow each vendor to swipe credit cards such that information does not have to be hand typed into the handheld device. EBT requires the ability to print receipts every time a transaction is made. Sled type swipers with printers are preferred. Provide 55 credit card swipers and receipt printers.

Secure Wireless Routers to accommodate the number of hand held devices will be *provided by other vendors*. The internet service provider and fees will be arranged by the operator. The contractor will provide specifications for the wireless router to ensure reliable operation of the handheld devices.

Other equipment not specified above necessary to make the system work shall be provided and identified in the proposal.

Computer Hardware and Software: The proposal will include a centralized operating station. The operator must be able operate this centralized system with relative ease.

The system shall have the capacity to configure the handheld units, operate on the secured wireless network, run sale reports according to each hand held unit, and monitor transactions by the processing companies.

The proposal shall include a laptop computer, software and any other device that is required to perform all or some of the described administrative functions. Contractor shall provide a detailed description of the software and technical specifications. The laptop will be dedicated to the administration of the point of sale system.

If handheld device Apps are required, provide the cost, a detailed description of the software and the technical specifications.

Training, Technical Support, and Ease of Use: Onsite startup training and ongoing technical support are required. Provide a description of the proposed support services and how they will be provided. Provide a description of the training for both the farmer's market vendors and the market administrator to be provided by the contractor.

Substantial consideration will be granted in consideration of the proposal for ease of use by the individual farmer's market vendors. The system must be fast, intuitive, and easy to use as measured by the perception of the operators.

First Year of Software Fees: Any annual fees required for software, apps, or technical and support services, will be included in the proposal for the first year. In the following years fees will be paid by the operator. Provide the specifications for these ongoing fees and expected schedule for increases in costs.

Transaction Processor Companies: Identify both EBT and credit card transaction processing services and all specifications associated with their services. EBT processor must provide evidence of an existing contractual relationship with Washington State DSHS Electronic Benefits Transfer program. Credit card processor shall be able to accept Visa and Master Card at a minimum.

Proposals

Written Proposals must clearly reflect all conditions as outlined in the specifications. Proposals shall also state mailing address, telephone number, signature and title of responsible member of the company.

The Port reserves the right to reject any and all proposals, to waive formalities, and to select the proposal that, at the Port's sole discretion, is in the best interest of the Port.

The Port shall not be liable under any circumstances for any cost incurred by any firm in the preparation, revision, or presentation of any proposal in response to this RFP.

The Port of Chelan County is an Equal Opportunity and Affirmative Action Employer. Small, minority- and women-owned firms and Section 3 business concerns are encouraged to submit proposals. This project is partially funded by federal Economic Development Initiative – Special Project funds from the Consolidated Appropriations Act of 2010.

Basis for Proposal Selection

Selection of the most responsive proposal will be made based on a combination of price and ability to meet the specifications listed above. Substantial consideration will be granted for system ease of use as well as ongoing customer service, training, and technical support services. Any deviations from the specifications listed above should be clearly identified. The reviewers of this proposal recognize there are differences between systems and requests that proposals be developed with consideration to the overall capacities described above.

PROPOSAL

Handheld Point of Sale System for Farmer's Market Application

ISSUED: March 20, 2013

DUE: April 8, 2013 at 3:00PM

I propose to furnish the materials and perform the labor necessary to provide **Handheld Point of Sale System for Farmer's Market Application** for the Port of Chelan County, as described on the Port's Request for Proposal, dated March 20, 2013. I will provide the specified labor and materials for the following charges:

Handheld Point of Sale System for Farmer's Market Application:

(1) Initial Purchase Cost:

Total: \$ _____ + WSST

Provide the total cost for the initial outlay of equipment and services. This line item shall include the initial capitalization cost for all software, equipment, training and support as well as any one time initiation fees to make the system fully operational. This cost shall not include transaction fees. Payment for the equipment will be made upon delivery. Payment for initiation fees will be made as necessary to start the system up. Payment for the software, training and support will be made when the system is operational.

Provide the lump sum price as described above. Include and any other costs necessary to initiate operation of the system.

(2) Annual Software and App Maintenance Cost:

Total: \$ _____ + WSST

Provide the first year annual cost to be paid by the owner of the equipment. The first year costs will be paid for under this request for proposals. Payment of this fee will be made once the system is operation and training has been performed.

Transaction Fees: Provide the cost for processor transaction fees and the mechanism for collecting these fees. Provide a detailed description of account term for both EBT and credit cards.

This item can be included as an attachment on a separate sheet.

Grand Total items (1) and (2): \$ _____ + WSST

I understand that I will be held responsible for any damage to Port property resulting from this contract. This agreement may be terminated by either party upon thirty days' written notice.

Print Name _____ Company Name _____

Address _____ City _____ State/Zip _____

Contractor License No. or EIN _____

Name of Insurance Company/Bonding Agency _____

Insurance/Bonding Agent's Phone No. _____ Fax No. _____

Limit of Liability \$ _____

SIGNATURE _____ Date: _____

Cell Phone No. _____ Business Phone _____

E-mail address: _____

The Port of Chelan County accepts this Proposal and awards the **Handheld Point of Sale System for Farmer's Market Application** Contract to (subject to the signing to the contract prepared by the Port):

_____ for the **Handheld Point of Sale System for Farmer's Market Application**.

Signature of Port Representative: _____ Date of Award: _____

Please return to Laura Jaecks, Confluence Technology Center, Suite 102, Wenatchee, WA 98801
Questions: (509)661-3118 or e-mail laura@ccpd.com